An introduction to Best Doctors®

A valuable service available to eligible MLC MasterKey Business Super members.

We’re thrilled with the whole Best Doctors service. We’re still going to the hospital every four weeks. We sit on the day ward with lots of other parents and we’ve told everyone to change their insurance to MLC so that they can get access to Best Doctors.”

Quote from a client who used the service.

“I would definitely recommend the Best Doctors service to family and friends. To have leading doctors in the world reviewing your file is pretty exceptional.”

Client whose gastroenterologist was amazed to discover that the Best Doctors specialist was in fact someone who he had studied while in medical training.

“I want everyone to know how much comfort I got from their work”

Quote from an Australian client who used the Best Doctor service.

With over 125 years of looking after Australians, we’re proud to be associated with Best Doctors, available to eligible members in MLC MasterKey Business Super.

Medical information when you need it most

From leading medical specialists from around the world

If you, or someone in your immediate family, are diagnosed with a medical condition, your primary concern is always to get the best medical advice.

Having insurance can help provide financial security, but we know the initial reaction at this emotional time is to ask a number of key questions:

• Am I making the right decision for my condition?
• Is the diagnosis correct?
• Is surgery the best option?
• Are there any new medical options out there we should consider?
• What’s going to happen to me and my family?

To help you answer these questions, speak to Best Doctors.

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A specialist medical information service

Best Doctors gives you, your partner and children, access to the leading specialist medical advice from around the world.

It means you don’t have to waste precious time researching for leading specialists or treatments (a Google search for Cancer, for instance, reveals 741 million results). Best Doctors does it all for you.

There’s no cost or limits on the number of times you or your family can use Best Doctors’ services.

Accessing the world’s best medical minds

Best Doctors was founded by doctors from the Harvard Medical School in 1989 and has been so successful it’s now in 30 countries; including the US, UK, Canada and now Australia.

The foundation of Best Doctors’ success is its unique network of 50,000 peer-nominated, leading specialists from around the globe.

This network covers 40 specialties and it’s the ability to leverage these leading medical minds that provides members with the confidence to move forward to tackle their condition.

The end result could change a life.

Best Doctors’ unique set of services

Best Doctors gives you access to leading medical advice about any illness, injury or medical condition.

This can range from critical conditions where you want a full diagnostic review of your case by a leading specialist, through to asking simple medical questions of an Australian GP.

Best Doctors offers you and your family access to three levels of personalised medical advice:

1. **InterConsultation™** – A leading specialist from around the world will perform an in-depth review of your diagnosis and proposed treatment plan.

   This involves the collection of your complete medical history, if necessary retesting of pathology, and the full support of Best Doctors’ vast medical team.

   The leading specialist provides you with an expert report 15-20 days after they’ve collected all your medical records.

   The report analyses the diagnosis and your treatment plan options.

   The use of the Best Doctor’s service doesn’t affect claims made on your insurance.

   1 Family means you (as the insured), your spouse and your dependent children.

   2 The InterConsultation service is not available for emergency acute care, pregnancy and mental health conditions.
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If an InterConsultation report highlights an overseas treatment option, then you’ll have access to the FindBestCare service. This service helps arrange all aspects of the treatment including hospital admittance, booking the surgeon, flights, accommodation and a translator.

2. AskTheExpert – If you’re seeking fast answers to questions that don’t need a full review of your medical records, then AskTheExpert is the answer.

A member of the Best Doctors’ Australian medical team will work with you to make sure you’re asking the right questions and you’ll receive an expert report within 5–7 days from a leading international expert.

3. DocOnline – If you have basic medical questions, simply submit them to one of the Best Doctors’ carefully selected panel of GPs, and receive an answer within 48 hours.

Register and log in to Best Doctors’ online at askbestdoctors.com/aus. Here you’ll also be able to access the multimedia library, which provides unique insights and guidance on hundreds of medical conditions, as well as useful Blogs and medical articles.

How to contact Best Doctors
If you have any further questions please call Best Doctors on 1800 388 097, or call us on 132 652.

How the Best Doctors’ services work

Best Doctors has already helped hundreds people in Australia with 96% of those saying they would recommend the service to family and friends.

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<tr>
<th>Connect</th>
<th>Investigate</th>
<th>Answer</th>
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<tbody>
<tr>
<td><strong>InterConsultation</strong>¹¶</td>
<td>Discuss condition with Best Doctors’ nurse.</td>
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<tr>
<td><strong>AskTheExpert</strong></td>
<td>Submit your question to a Best Doctors’ GP via the member portal.</td>
<td>Process takes 5–7 days.</td>
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<tr>
<td><strong>DocOnline</strong></td>
<td>Process takes 48 hours.</td>
<td>Process takes 15–20 days after receiving your medical records.</td>
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<td><strong>Investigate</strong></td>
<td>If your case requires a full review of medical records, Best Doctors will collect all of your medical records on your behalf and identify key questions.</td>
<td>If you’re looking for fast answers to questions that don’t require a full review of your records, we collect basic health history, details of your condition and then help you identify key questions.</td>
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<td>Medical history is reviewed by Best Doctors’ medical team and, if appropriate, pathology will be retested at a renowned pathology centre.</td>
<td>All relevant medical information is then sent to leading specialist(s) to analyse the diagnosis and treatment options, as well as answering your questions.</td>
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<td></td>
<td>If your case requires a full review of medical records, Best Doctors will collect all of your medical records on your behalf and identify key questions.</td>
<td>Medical info and questions are sent to a leading specialist who will answer all questions.</td>
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<td><strong>Answer</strong></td>
<td>Expert report is sent to you. Best Doctors’ nurse calls you to discuss the report’s findings and offer any further help.</td>
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<td>GP answers the question along with supporting information and posts the response in your personal inbox. GP may suggest you complete with an InterConsultation or AskTheExpert report.</td>
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Source: Best Doctors Quality Survey, April 2012.

MLC may change the terms under which this service is provided to you. MLC and Nominees also each reserve the right to withdraw the service at any time.

This document is correct at 18 March 2013 but may be subject to change.

Important information

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